

## NETWORK SERVICES

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**Effective Date:** July 1, 2008  
**Revision Date:** April 24, 2008  
**Version:** 001  
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The Department of Technology Services (DTS) operates a State Wide Area Network (WAN) as well as the State Local Area Networks (LAN) for all State of Utah Executive Branch agencies. DTS also provides WAN services for State and other government agencies with enterprise-wide, intra-state network services.

The State WAN provides gateway services to the public Internet and functions as a private fault tolerant network, connecting facilities in geographic locations statewide.

In FY2009, WAN and LAN services will be merged into Network Services, delivering jack-to-jack connectivity to agency customers, using a single rate.

Network Services include IP addressing, Domain Name System (DNS), primary domain e-mail service, Internet access, web content filtering, security products such as firewalls, VPN termination and intrusion prevention systems (IPS), wireless connectivity and the necessary tools and staff to support these services.

### Product Features and Descriptions

Feature	Description
Wide Area Network	High availability to multiple locations. Fault tolerant network with redundant paths from data centers to geographic hubs.
Local Area Network	Consistent connectivity from all end points using best practices and at the level agreed upon in the SLA or SBA, and according to available funding.
General Functions and Duties	This product provides for network consulting, planning and engineering. Services include the deployment of network products, operational support of network products, network tuning, and network diagramming; however, services do not include the acquisition or maintenance cost of other network based multi-media products.
Connection	Network utilization monitoring and bandwidth management. Last mile connection from remote facilities to geographic hubs. Ethernet service connectivity to the Intermediate Distribution Frame (IDF) except where Local Area Support is provided. Connections at campus sites, designed on a case-by-case basis to provide the most appropriate service that meets campus customers' needs.

Security	<p>Firewall services between the Internet the state WAN.</p> <p>Backbone intrusion monitoring and management.</p> <p>Access Control Lists (ACLs) for local LAN segments, where technically feasible.</p> <p>Note: Logging on router access lists is not provided to customers.</p> <p>Packet screening to prevent IP spoofing from external networks.</p>
IP Addressing	<p>Manage address blocks.</p> <p>Manage subnets, VLANs and public/private IP assignments.</p>
DNS Service	<p>Manage host, MX, alias and PTR records.</p> <p>Host newly registered DNS domains and manage DNS records.</p> <p>Delegate sub-domains per agency request.</p> <p>Manage changes to DNS entries.</p> <p>Provide instructions for registering new DNS names.</p>
Email Services	<p>Manage primary domain for State email system.</p> <p>Manage web access servers and clients.</p> <p>Ensure secure Internet access to email.</p> <p>Manage incoming and outgoing SMTP servers (Simple Mail Transfer Protocol).</p> <p>Provide spam, virus and content filtering on incoming internet email.</p> <p>Services do not include agency service support of GroupWise or necessary infrastructure.</p>
Internet Access	<p>Content filtering and block inappropriate or unauthorized access.</p> <p>Customer-specific filtering is available, on request.</p>
VPN Sessions	<p>DTS will provide secure VPN access into the State network from the Internet; pre-authorization is required.</p>

### Features Not Included

Feature	Explanation
Additional Firewalls or Security	DTS can help evaluate and develop a solution for additional security requirements that may require an additional negotiated cost or be dependent on available funding.
Cabling	For Local Area support this product does not include the cost of installation or upgrading an agency's facility cabling infrastructure.
Agency-Specific Solutions	<p>DTS will assess and engineer appropriate network bandwidth by working with agency requirements.</p> <p>DTS can provide unique WAN or LAN connections, at an additional negotiated cost if it is beyond a reasonable expectation.</p>
Router Access List Logging	DTS can help agencies design a logging server solution.
Telecommuter Access	DTS provides telecommuter products such as DSL and ISDN for remote access to the WAN
Wireless LANs and Wireless LAN Access	DTS provides an 802.11 Wireless Network product that Agencies can request be installed at state facilities.

	DTS provides access to the State 802.11 Wireless Network for a one-time set-up fee.
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### Rates and Billing

Feature	Description	Base Rate
WAN and LAN Connectivity	Executive branch agencies	\$44.00 per month per device.
WAN and LAN Connectivity	Non-executive branch agencies and organizations.	Special Billing Agreement (SBA)

### Ordering and Provisioning

To order services agency customers should contact their agency assigned WAN Planners or the agency assigned Customer Relationship Manager or by calling (801)538-3440 or (800) 678-3440.

### DTS Responsibilities

Provide network maintenance to each Agency's demarcation point.

Coordinate notify customers of planned maintenance and outages.

Assess and engineer appropriate network bandwidth by working with agency business requirements.

Provide network service in an efficient and economical manner—to include using bandwidth monitoring statistics to justify enhancements.

Maintain the integrity and security of the State WAN and Local Area Networks by shutting down ports that have been penetrated, or otherwise violate network security policies.

Conduct periodic device count audits, in accordance with the network device definition and published guidelines.

Conduct periodic Special Billing Agreement audits and updating agreements as applicable.

Network Planner and Technical Support staff must document the firewall configurations so that agencies that need access to applications have access—i.e., enabling state interoperability.

**Agency Responsibilities**

Comply with State acceptable use policies.

Provide DTS router access lists.

Consult assigned Network Planner when planning facility moves.

Notify assigned Network Planner when planning to deploy applications that might affect network traffic.

Provide adequate space, power, cooling, etc. for State network equipment at each agency facility.

Provide physical security in facility locations that house State network equipment.

For non-DTS government or agency customers the customer should provide assigned Network Planner a local contact at each facility who is capable of assisting with troubleshooting the customer's LAN to the WAN switch.

Comply with State security policies.

## GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](https://dts.utah.gov). Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

### Incident Response and Resolution Targets

<b>Time to Initial Response Targets</b>	<b>% Tickets</b>	<b>Total Time to Resolution Targets</b>	<b>% Tickets</b>
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

### Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

### Customer Satisfaction Targets

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied